



MILFORD AMBULANCE SERVICE

1 UNION SQUARE • TOWN HALL • MILFORD, NH 03055

PHONE (603) 673-1087 • FAX (603) 673-2273

~ 2005 REPORT ~

Milford Ambulance Service continued its important charge of providing emergency ambulance coverage to the Town of Milford in a proud and professional manner during 2005.

Activity: Milford Ambulance Service responded to a total of 1064 calls, a decrease of 50 calls compared to 2004. Of the 1177 patients evaluated and/or treated, 884 patients were transported to the hospital of their choice with 293 patients refusing transport. The surrounding communities of Amherst, Brookline and Wilton provided mutual aid ambulance coverage to Milford on 24 occasions when both of the Service's ambulances were unavailable due to either rendering assistance or being out of service for maintenance.

Education: 2005 saw the continuation of Service involvement in community education programs, staff training development and participation in the development of future State of New Hampshire and national EMS initiatives.

Community Education - MAS continued to expand its community education program geared toward injury prevention. During the annual Pumpkin Festival, close to 300 children participated in several interactive programs. Programs included E911 demonstrations where participants spoke with a simulated 911 operator who asked questions an actual operator would ask; Booster Seat station which demonstrated the importance of proper seatbelt positioning for children; Airbag and Seatbelt station to reinforce the message that the two safety devices complement each other and the importance of seating children in the back seat when possible; Helmet Safety station that promoted use of a helmet while bicycling, roller-blading or when using a scooter and demonstrated the proper positioning of a helmet to reduce the chance of a traumatic brain injury. Participants negotiated an obstacle course on a bicycle or scooter. Other activities included a Safety Poster Drawing contest and Safety Scavenger Hunt.

Milford Ambulance Service introduced a File of Life program in early fall to promote rapid retrieval of vital medical information in a time of emergency. The File of Life is an easily identifiable magnetized folder that contains a form to list important medical information. The folder is placed on a refrigerator for ambulance personnel to refer to in an emergency.

The Service taught several Cardio-Pulmonary Resuscitation (CPR) courses during the year. Additionally, three staff members became licensed American Heart Association CPR Instructors.

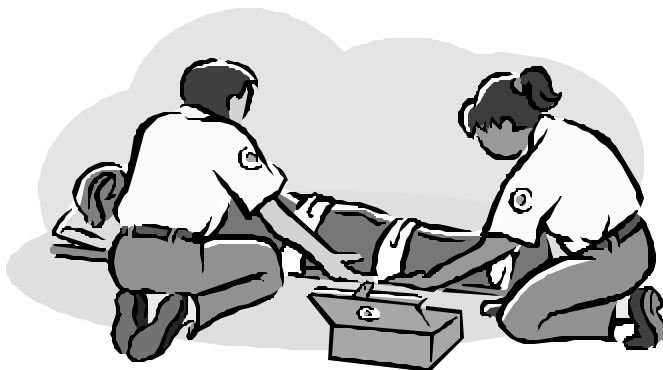
The Service participated in several public education and relation programs designed to enlighten the public on the capabilities of the Service and how to respond to a medical emergency.

Training - Four attendants participated in the NH Bureau of EMS (NHBEMS) pilot EMT refresher training program entitled Alternative Refresher Training Program (ARTP).

Every licensed Emergency Medical Technician (EMT) at either the Basic or Intermediate level must take a 24-hour refresher course every two years in order to re-certify as an EMT. Currently, an attendant will take a 24-hour refresher usually taught over a three-day span. The ARTP is designed to teach the required curriculum in blocks over the entire two-year re-certification cycle. As 65% of EMS in the State is provided by volunteers, this method of refreshing should make it easier for volunteer attendants to obtain their required refresher training while reinforcing the attendant's skill set and knowledge base.

Membership: Volunteers, encompassing National Registered Emergency Medical Technicians at the Basic, Intermediate and Paramedic levels, continue to be the backbone of the Service. During 2005, the volunteer staff covered over 22,464 hours of call shift time in a professional and compassionate manner. Additionally, mandatory continuing education exceeded 1,400 hours. Continuing education covered such topics as patient assessment, cardiac care, airway control, cervical spine immobilization and more.

In 2005, the Service recruited eight new members. The new attendants completed, or are in the process of completing, a Field Training Program (FTP). The FTP is a Service initiated program designed to orient new members to Milford Ambulance Service operations and assisting the trainee in applying their EMT skills in the field. Efforts continue toward recruitment and retention.



Awards - MAS recognized several members for their individual contributions to the Service throughout the year.

Two volunteer members were honored as Member and Rookie of the Year respectively. The recipients each provided assistance above and beyond their regular duties. Additionally, these members promoted a spirit of team and provided selfless dedication to the Service and the citizens of Milford.

Six volunteer members were recognized for their contribution of time for shift coverage. These members provided over 1,000 hours of shift coverage with one individual providing over 2,000 hours.

Additionally, the four Officers of the Service were recognized for their continued supervisory and administrative contribution plus time – over 3,600 hours.

These deserved awards emphasize the value of the individuals who contribute to the Service on a daily basis, which makes the Service second to none in the State. The citizens of Milford can be proud to have these individuals protecting them and available at a moments notice.

Ambulance Efficiency Study Committee: In mid-2005, the Board of Selectmen appointed a committee to analyze efficiencies that may be found pertaining to Service operations and administration. After much discussion and research, the Committee voted

to recommend a merger of the Ambulance and Fire Department to the Board of Selectmen. This recommendation will postpone the need to hire more full-time firefighters for the Fire Department.

Billing and Revenue: Of \$470,350 in generated revenue, the Service collected \$270,972 through December 31, 2005. These funds were deposited in the general fund, offsetting the overall cost of providing ambulance coverage to the taxpayer. The net budget impact for 2006 is estimated to be approximately \$320,000.

To the personnel of the Milford Ambulance Service – Thank you for the dedication, professionalism and quality pre-hospital emergency healthcare that you consistently provide and practice. It is these attributes that make Milford Ambulance Service a high quality ambulance service of which the citizens of Milford can be proud.

On behalf of Milford Ambulance Service, I would like to thank the Town and my many colleagues for their continued support during 2005. The Service will continue to provide quality emergency pre-hospital care while continuing to earn your respect, trust and support in 2006.

Respectfully submitted,

Eric Schelberg

Director

Request for Medical Aid Monthly Analysis - 2005

During 2005, Milford Ambulance Service responded to 1064 of 1088 requests for medical aid in Milford. The 24 requests that the Service was unable to respond to were responded to by mutual aid ambulance services. Additionally, Milford Ambulance Service provided mutual aid ambulance coverage to the other communities on 46 occasions.

The following graphic is a monthly breakdown of said requests:

<u>Month</u>	<u>Monthly Total</u>	<u>Mutual Aid to Milford</u>		
January	114(6)	*	2	
February	83 (4)		2	
March	96 (3)		2	
April	81 (2)		3	
May	86 (0)		1	
June	81 (3)		3	
July	85 (2)		1	
August	87 (5)		2	
September	97 (7)		2	
October	90 (7)		3	
November	64 (3)		1	
December	100 (4)		2	
Total:	1,064		24	

<i>Number of Individuals Transported:</i>	841
<i>Number of individuals that Refused Transport:</i>	223
Total Patient Contacts:	1,177

<i>Total requests for medical aid in Milford in 2005:</i>	1,088
---	--------------

* The number in parenthesis is included in the monthly total and indicates the number of mutual aid assists by Milford Ambulance Service to other communities.

The following graphic is a monthly breakdown of said requests:

Complaint Analysis - 2005

Cardiac	82
Cardiac Arrest	5
Respiratory	111
CVA	14
Seizure	29
Diabetic	15
Abdominal	47
Syncope	33
OD (Drugs/Alcohol)	19
Fractures	15
Bleeding/Shock	14
Head Injury	53
Burns	0
Psychological	30
Unresponsive	15
General Weakness	27
Generalized Pain	151
Other	229
No Transport	288
Total:	1,177

Location Analysis - 2005

Home/Residence	563
Elderly Housing	26
Physicians Office	50
Milford Medical Center	21
Commercial/Industrial	42
School	9
Nursing Home	90
Hospital	1
Motor Vehicle Accident	156
Other	220
Total:	1,177

